

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( X ) EXISTING POSITION

## PART I - Position Description

1. Agency Name Dept for Children and Families (DCF)		9. Position Number K0169814	10. Budget Program Number 23643
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Senior Administrative Assistant	
3. Division KC Region		12. Proposed Class Title	
4. Section Family Services		13. Allocation	
5. Unit Child Support Services		14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City: Kansas City County Wyandotte		15. By Approved	
7. (Circle appropriate time) Full Time Perm Inter Part Time Temp %		16. Audit Date: By Date: By	
8. Regular Hours (circle appropriate time) From: AM/PM To: AM/PM		17. Position Reviews Date: By:	

## PART II - Organizational Information

## Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position exists to assist the agency and program in meeting the overall goals and missions. Specifically, the Senior Administrative Assistant position provides necessary support to the Child Support Attorney in taking legal actions for the purpose of establishing and/or enforcing child support orders for the benefit of children who do not reside with both parents.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

At this time, the agency is reallocating this position from an HSS to an SAA to meet current and future business needs. Due to regional realignment, this Attorney's base changed to Kansas City without an SAA assigned. A temporary clerical support position that recently ended showed part-time is not sufficient and demonstrated a full-time clerical support position is required. All other attorneys in the region have 1 SAA assigned to provide clerical support.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

<b>Name:</b> Martha Coleman Who evaluates the work of an incumbent in this position? <b>Name:</b> Martha Coleman	<b>Title:</b> Attorney II <b>Title:</b> Attorney II	<b>Position Number:</b> K0065075 <b>Position Number:</b> K0065075
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The Senior Administrative Assistant provides administrative support to an Attorney in the Child Support Enforcement Program, working from general instructions in most instances. Routine correspondence and legal documents are prepared according to standing instructions and following general guidelines as to form. Monitoring of work in process and maintenance of tickler/alert file (perpetual calendar) are carried out without active involvement by the Attorney. Position has considerable latitude in structuring workflow and systems to accomplish job duties. Legal documents are checked for accuracy and proper form before filing; most tasks are performed independently or with minimal supervision and require the exercise of initiative, independent judgment, and discretion, although the Attorney is available for guidance.

d) Which statement best describes the result of error in action or decision of this employee.

- ( X ) Minimal property damage, minor injury, minor disruption of the work flow.  
( ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.  
( ) Major program failure, major property loss, or serious injury of incapacitation.  
( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position.

In addition to the tasks below, the incumbent is expected to demonstrate a commitment to customer service and integrated service delivery. The incumbent will participate fully in integrated service team activities by working effectively with all other divisions to provide a harmonious work environment that is conducive to improving the agency outcomes, office operations and a productive working relationship with the community.

No.	%	E OR M	
1.	40%	E	<b>DOCUMENT PREPARATION/WORD PROCESSING:</b> Prepares legal documents and correspondence for attorney signature in accordance with a given set of facts and circumstances, following federal, state and agency guidelines, or individualized instructions by the attorney. Responsible for producing complete documents in an accurate format utilizing KAECSSES and Personal Computer Word Processing Software.
2.	30%	E	<b>MONITORING/CASE MANAGEMENT:</b> Receives and processes new referrals to the attorney following standard instructions and office procedures. Maintains legal files, folder labeling and filing system to facilitate rapid retrieval of information and documents. Safeguards the confidentiality of CSS materials and records. Maintains and uses an effective tracking system (tickler/alerts using KAECSSES MONA, ALRT, DMON, Calendar) documenting activities on KAECSSES and in legal case file according to standing instructions to ensure that further actions are taken in a timely manner and closures are processed timely. Notifies attorney of need for action and/or review and prepares the appropriate documents.
3.	20%	E	<b>GENERAL ADMINISTRATIVE SUPPORT:</b> Duties include acting as liaison with local CSS Unit Staff in order to route referrals and related materials to the appropriate individual, preparing legal documents for filing with the court and for mailing, maintaining adequate quantities of forms and supplies on hand, and other duties as assigned.
4.	10%	E	<b>TELEPHONE AND RECEPTION:</b> Responds to inquiries from CSS Staff, applicant recipients and absent parents, whether face-to-face, written or by telephone, as appropriate and without disclosing confidential information. Meet with agency clients, absent parents and agency personnel for the purpose of verifying or obtaining case-related information and notarizing signatures. Screens and directs telephone calls, taking accurate messages when required. Works with court personnel to schedule hearings and other matters.

\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Legal staff are directly affected by errors in documents which may delay the progress of CSS cases or, in an extreme situation, invalidate an action. Errors in judgment may cause confidential information to be disclosed , incorrect action to be taken, or prejudice the rights of the agency or of the persons for whom the agency is acting, exposing the agency to potential liability. Legal documents must be precise, accurate and correct in order to avoid confusion, delay or financial loss to recipients, children or to the state. Work not performed could result in inefficiencies and disruption for other staff and delay for customers and the state.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
( ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

**Class Title**

**Position/KIPPS Number**

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily telephone and face-to-face contacts are made with CSE staff, program applicant/recipients, absent parents, attorneys, court personnel, and members of the general public for purposes of gathering and providing information about special cases or providing information about CSE services for specific cases, and providing assistance to those requiring it. for

25. What hazards, risks or discomforts exist on the job or in the work environment?  
Telephone and occasional face-to-face contact with hostile or threatening individuals.

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26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Daily use of telephone, KAECSSES, Personal Computer, Printer, Copier, Scanner, Fax Machine and Calculator.

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### **PART III – Education, Experience and Physical Requirements Information**

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27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

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### **28. SPECIAL REQUIREMENTS**

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Education and /or considerable experience in word processing, personal computing and general organizational and administrative skills.

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Requires work seated at computer for extended periods of time. Ability to access files and filing system to maintain files; ability to supply prepared documents and correspondence to the Attorney. Position requires stamina and high energy. Must be able to handle stress effectively.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

To ensure the safety of employees and customers, Kansas City Region staff and vendors are expected to display their access badges when at the work site, and to comply with approved safety policies and procedures posted on the regional web page.

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### **PART IV – Signatures**

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Signature of Employee

Date

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Signature of Personnel Officer

Date

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date